

## Dennis J. Zhang

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### CONTACT INFORMATION

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### ACADEMIC POSITION

#### **Washington University in St. Louis**

*Assistant Professor of Operations & Manufacturing Management* **2016 - Present**

### EDUCATION

#### **Kellogg School of Management, Northwestern University**

Ph.D., Operations Management 2012 - 2016

Ph.D. Committee: Jan A. Van Mieghem, Gad Allon, Itai Gurvich and Yi Qian.

M.S., Operations Management 2012 - 2013

#### **University of California, at Los Angeles (UCLA)**

B.S., Electrical Engineering/Computer Science (Summa cum laude) 2008 - 2012

B.S., Mathematics (Summa cum laude) 2008 - 2012

### RESEARCH INTEREST

Empirical Operations; Online Marketplaces; Behavioral Operations; Healthcare Operations; Applied Machine Learning; Service Operations.

### PUBLICATIONS

1. Jun Li, Dennis J. Zhang and Ruomeng Cui, "A Better Way to Fight Discrimination in the Sharing Economy," **Harvard Business Review**, 2017.
2. Ruomeng Cui, Dennis J. Zhang and Achal Bassamboo, "Learning from Inventory Availability Information: Evidence from Field Experiments on Amazon," **Management Science**, 2017.
3. Ruomeng Cui, Antonio Moreno-Garcia, Santiago Gallino, and Dennis J. Zhang, "The Operational Value of Social Media Information," Forthcoming in **Production and Operations Management**, 2017.
4. Dennis J. Zhang, Gad Allon, and Jan A. Van Mieghem, "Does Social Interaction Improve Service Quality: Evidence from Field Experiments on Massive Open Online Education," **Manufacturing & Service Operations Management**, 2016.
5. Dennis J. Zhang, Itai Gurvich, Jan A. Van Mieghem, Eric Park, Mark V. Williams, and Robert S. Young, "Hospital Readmission Reduction Program: An Economic and Operational Analysis," **Management Science**, 2016.
  - 1st place in the 2014 POMS College of Healthcare Operations Management Best Paper Award.
6. Dennis J. Zhang, Jiadong Wang, Shayan Garani Srinivasa, and Lara Dolecek, "Achieving Flexibility in LDPC Code Design by Absorbing Set Elimination," In *Proc. Asilomar Conference on Signals, Systems, and Computers*, 2011.

PAPERS UNDER  
REVIEW

1. Ruomeng Cui, Jun Li and Dennis J. Zhang, “Discrimination with Incomplete Information in the Sharing Economy: Evidence from Field Experiments on Airbnb,” major revision at **Management Science**.
  - 1st place in 2017 Behavioral Operations Management Best Working Paper Award.
2. Jun Li, Antonio Moreno-Garcia, and Dennis J. Zhang, “Agent Behavior in the Sharing Economy: Evidence from Airbnb,” major revision at **Management Science**.
3. Dennis J. Zhang, Hengchen Dai and Lingxiu Dong, “How Does Dynamic Pricing Affect Customer Behavior on Retailing Platforms? Evidence from a Large Randomized Experiment on Alibaba,” major revision at **Management Science**.
4. Hengchen Dai and Dennis J. Zhang, “Vicarious Goal Pursuit Outweighs Herding in Crowdfunding: Evidence from Kickstarter.com,” Under revision.
5. Gad Allon and Dennis J. Zhang, “Managing Service Systems in the Presence of Social Networks,” Under revision.

MEDIA COVERAGE

1. “Want to Improve Your Sales Forecast? Check Your Companys Facebook Feed.” September 2017, *Kellogg Insight*
2. “What Makes an Online Flash Sale Successful?” June 2017, *Kellogg Insight*.
3. “No simple fix to weed out racial bias in the sharing economy,” March 2017, *The Globe and Mail*.
4. “New Research Looks At Ways To Help Stop Airbnb Racial Discrimination,” March 2017, *National Public Radio (NPR)*.
5. “Study: How new Airbnb nondiscrimination policy may be worse,” January 2017, *the Source, Washington University in St. Louis*.
6. “A Gentle Nudge Can Increase Participation in MOOCs,” December 2015, *Kellogg Insight*.
7. “Could Email Fix A Troubled Form of Online Education?” December 2015, *ChicagoInno*.

CASE STUDIES

Sivakumar Chinniah, Dennis J. Zhang and Jan A. Van Mieghem, “Morton Grove Pharmaceuticals. Acquisition case.” (2014)

RESEARCH  
PRESENTATIONS

**Invited Campus Seminars**

Academic Year 2017 - 2018:

- Cainiao (July, 2017)
- Harvard Business School (October, 2017)
- Johnson Graduate School of Management, Cornell University (January, 2018)
- UCLA Management and Organizations (Expected February, 2018)
- Northwestern University (Expected February, 2018)
- Alibaba (Expected March, 2018)
- London Business School (Expected May, 2018)
- Imperial College Business School (Expected May, 2018)

Academic Year 2016 - 2017:

- Alibaba (January, 2017).
- Kellogg School of Management, Northwestern University (February, 2017).
- HKUST Business School (March, 2017).
- NYU Shanghai (March, 2017).
- Fudan University School of Management (March, 2017).
- University of Science and Technology of China (March, 2017).
- Olin Business School, Washington University in St. Louis (April, 2017).

Academic Year 2015 - 2016:

- Ross School of Business, University of Michigan (December, 2015).
- Yale School of Management (January, 2016).
- Kelly School of Business, Indiana University (January, 2016).
- UNC Kenan-Flagler Business School (January, 2016).
- Fuqua School of Business, Duke University (February, 2016).
- Tepper School of Business, Carnegie Mellon University (February, 2016).
- Olin Business School, Washington University in St. Louis (March, 2016).

**Conference Presentations**

2017: Denver Network Platform and Mechanism Design Conference; Marketplace Innovation Conference 2017; POMS 2017; M&SOM 2017; Behavioral Operations Conference 2017; INFORMS 2017.

2016: Advances with Field Experiments 2016; INFORMS 2016; POMS 2016.

2015: Workshop on Empirical Research in Operations Management 2015; INFORMS 2015, POMS 2015.

2014: INFORMS 2014; POMS 2014.

TEACHING  
EXPERIENCE

**Washington University in St. Louis**

- Instructor for “**Operations Management**” – Core Undergraduate class
  - 2016 Session 1 (55 students) Teaching Evaluation Median: 9 out of 10.
  - 2016 Session 2 (55 students) Teaching Evaluation Median: 9 out of 10.

**Coursera**

- Head TA for “**Scaling operations: Linking strategy and execution**”

**Kellogg School of Management, Northwestern University**

- Instructor for “**Machine Learning for Operations Management**” – PhD-level 2014-2017

PROFESSIONAL  
EXPERIMENT

**Google**

*Software Engineer PhD Intern (Rephil Team)* **2015 Summer**

*Software Engineer PhD Intern (Smart Ads Support System Team)* **2014 Summer**

**Five Rings Capital**

*Quantitative Trading Intern* **2011 Summer**

**Symantec**

*Part-time Software Developer* **2009 - 2010**

*Qualification Assurance Intern* **2009 Summer**

OTHER

Programming Languages: C, C++, Java, Python, R and Julia